



STATE OF MICHIGAN

GRETCHEN WHITMER  
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

ELIZABETH HERTEL  
DIRECTOR

**IV-D MEMORANDUM 2023-008**

**TO:** All IV-D Staff\*

**FROM:** Erin P. Frisch, Director  
Office of Child Support (OCS)

**DATE:** June 5, 2023

**UPDATE(S):**

☒ Manual

☒ Form(s)

**SUBJECT:** Removal of Voice Prompt Instructions When Calling OCS for Lump-Sum Reporting; Updates to Policy, Forms and Publications

**ACTION DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum announces updates to policy, forms and publications to remove instructions for using voice prompts when employers call OCS to inquire about lump-sum reporting. The Customer Interaction Solution, which replaced OCS's Interactive Voice Response (IVR) system in November 2022,<sup>1</sup> does not allow callers to use voice responses (natural language recognition) to navigate through the system.

OCS has updated the following sections of the *Michigan IV-D Child Support Manual* to reflect this change:

- 6.03, "Income Withholding;" and
- 6.09, "Lump-Sum/Bonus."

Significant changes to the material since its last publication are indicated by a change bar in the right margin of the manual section.

This IV-D Memorandum also announces minor revisions to the following OCS forms and publications:

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<sup>1</sup> Ref: [IV-D Memorandum 2022-015, Implementation of a New Customer Interaction Solution to Replace OCS's Interactive Voice Response \(IVR\) System.](#)

- *Income Withholding for Support* (FEN058);
- *Income Withholding for Support – One Time Order/Notice for Lump-Sum Payment* (FEN58A);
- *Income Withholding for Support – Termination of IWO* (FEN58D);
- *Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments* (DHS-1425);
- *Michigan Child Support Program Quick Reference Guide for Employers* (DHS-Pub-95); and
- *Michigan Child Support Program Employer Frequently Asked Questions (FAQs)* (DHS-Pub-96).

The changes to the FEN058, FEN58A and FEN58D will be implemented in the Michigan Child Support Enforcement System (MiCSES) with the Child Support 23.2 Release on June 9, 2023.

## **DISCUSSION:**

### **A. Background**

The procedures for bonus and lump-sum payment reporting<sup>2</sup> require communication between employers/sources of income (SOIs) and OCS Central Operations. Since the implementation of the Customer Interaction Solution, employers and other SOIs continue to call 866-540-0008 to report lump-sum payments to OCS Central Operations. However, the Customer Interaction Solution does not recognize voice prompts such as “lump-sum” or “employer bonus” that were used in the IVR. Employers and other SOIs must select the lump-sum/employer bonus reporting option via their telephone keypad instead.

### **B. Updates to *Michigan IV-D Child Support Manual* Sections**

#### **1. Section 6.03, “Income Withholding”**

OCS removed information regarding IVR voice prompts from the following subsections:

- 6.6.3(G), “Paper Copies of an e-IWO”; and
- 13.13.3, “Lump-Sum Payment Language on the Periodic IWN (FEN058).”

OCS also removed language in Subsection 6.6.4(B)(2) stating MiCSES does not set an e-IWO’s<sup>3</sup> indicator in the same manner as the paper income withholding notice (IWN). In July 2021, OCS updated this process to ensure MiCSES sets the e-IWO indicator and paper IWN checkbox the same way.

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<sup>2</sup> Ref: [Section 6.09, “Lump Sum/Bonus,” of the \*Michigan IV-D Child Support Manual\*](#) for more information on lump-sum withholding and reporting.

<sup>3</sup> An e-IWO is an electronic income withholding notice.

Other changes to Section 6.03 include an updated OCS fax number, updated footnote references, and revisions to reflect changes to the Michigan Department of Health and Human Services (MDHHS)-OCS public website.

## 2. Section 6.09, “Lump Sum/Bonus”

SOIs may report lump-sum payments through the Federal Child Support Portal’s Debt Inquiry Service (DIS) application. In Subsection 3.1.3, OCS added that the DIS notifies OCS Central Operations staff via email when it matches an SOI report with an NCP’s arrearage on the Debtor File. OCS also added a footnote to define “Debtor File.”

Instructions for IVR voice prompts were removed from the OCS Central Operations contact information for lump-sum reporting.

## C. Updates to Forms

### 1. Income Withholding Notice (IWN)

The text “(when prompted, say “employer bonus”)” was removed from the *Supplemental Information* section of the following IWN forms:

- FEN058;
- FEN58A; and
- FEN58D.

### 2. DHS-1425

The text “when prompted, state “Lump-Sum” or “Employer Bonus” was removed. Also, the MDHHS nondiscrimination statement was updated.

## D. Updates to Publications

OCS made the following changes to the DHS-Pub-95 and DHS-Pub-96:

- Removed references to voice prompts;
- Updated links to additional information; and
- Revised website instructions.

The revised DHS-Pub-95 and DHS-Pub-96 have been posted to the [Employer Job Aids](#) page of the MDHHS-OCS website.

## E. Other Updates

On the federal Office of Child Support Enforcement (OCSE) website, the voice-prompt instructions will be removed from the Michigan section of the document [State/Employer Contact and Program Information – State Lump Sum](#).

### NECESSARY ACTION:

Review Sections 6.03 and 6.09 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of Section 6.03 (published March 24, 2021) and 6.09 (published August 20, 2018).

### REVIEW PARTICIPANTS:

Enforcement Work Improvement Team  
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None

### ATTACHMENTS:

Section 6.03:	Income Withholding
Section 6.09:	Lump Sum/Bonus
FEN058:	<i>Income Withholding for Support</i>
FEN58A:	<i>Income Withholding for Support – One Time Order/Notice for Lump-Sum Payment</i>
FEN58D:	<i>Income Withholding for Support – Termination of IWO</i>
DHS-1425:	<i>Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments</i>

DHS-Pub-95: *Michigan Child Support Program Quick Reference Guide for Employers*

DHS-Pub-96: *Michigan Child Support Program Employer Frequently Asked Questions (FAQs)*

## **EPF/CJF**

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\* Ref: the [Michigan IV-D Child Support Manual Introduction and Table of Contents](#) for a definition of IV-D staff.